

# WEB ASSISTANT

**GRADE: 16**

**FLSA: NON-EXEMPT**

## **CHARACTERISTICS OF CLASS:**

The Web Assistant performs intermediate technical and administrative work posting information to the City's Internet and Intranet Web sites and assists in maintaining the two sites. The work is detail oriented and requires a reactive approach responding to the needs of the various City departments. The incumbent's work is directed by the Web Administrator and must be reflective of the City's style. The work has limited physical demands and the working conditions can be stressful due to the high visibility of the work and its meaningful impact.

## **EXPECTATIONS OF ALL CITY EMPLOYEES:**

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

## **EXAMPLES OF DUTIES:**

- Updates information on the City's Internet and Intranet including meeting agendas, minutes, calendars, employment listings, staff reports, recreation guides, newsletters, etc.
- Converts content in various file formats for the Web using the City's content management system or Macromedia Dreamweaver.
- Assists the Web Administrator with digital photography, scanning and file conversion for special projects for the Web site.
- Prepares and optimizes digital images for the Web.
- Edits and writes new content for the Web.

- Provides support to non-technical City staff that use the content management system.
- Performs other duties as required.

## **QUALIFICATIONS:**

### **Required Training and Experience:**

Any combination of training and experience equal to a Bachelor's Degree in a related field and one year's experience with updating Web sites. Must be able to demonstrate proficiency with various software packages.

### **Preferred Knowledge, Skills and Abilities:**

- Knowledge and understanding of Web best practices and standards.
- Knowledge of files and formats needed to convert files for print to files for the Web.
- Knowledge of cross-platform conversion issues and an ability to work in both Macintosh and PC platforms.
- Knowledge of HTML.
- Skill in digital image preparation for the Web.
- Skill in the use of Macromedia Dreamweaver, Fireworks and FreeHand
- Skill in the use of Adobe Photoshop, Adobe Acrobat Professional.
- Skill in the use of Microsoft Word.
- Ability to facilitate a sense of clean design with complex constraints and short deadlines.
- Ability to write or edit text for the Web applying standards of usability and to demonstrate strong language skills necessary for editing content for grammar, spelling and context to ensure that information is presented in an easy-to-read, format.
- Ability to handle multiple priorities.
- Ability to learn new technology as it becomes available.